

Humorous Technical Support Policies
TRUE BUT REAL quotations taken from restaurant POS software websites!

OnePOS.COM Says...

onePOS.com, for a period of 1 year from date of invoice, will answer technical requests concerning the Software in a timely manner to authorized business partners of onePOS. This service is offered on a reasonable efforts basis only, and **onePOS.com may not be able to resolve every support request.** onePOS.com supports the Software only if it is used under the condition(s) and on the operating system(s) for which the Software is designed. Direct end user support and general operational questions are not included as part of this standard support. You may purchase additional support plans which include direct end user and hardware support if desired.

Other hardware and software are supported by their respective manufacturers. Customer is responsible for the support, upgrades, and repair of their equipment and other software, even if it was purchased through onePOS.com, at their expense.

Customer agrees to pay onePOS.com at its standard rates for researching system problems which are the result of 1) unapproved hardware, 2) unapproved software, including unapproved updates/patches to approved software, and/or 3) intentional misuse of the system.

The onePOS.com system comes with unlimited software upgrades for a period of 1 year from the date of installation for the products purchased. After the initial period, **software maintenance contracts may be purchased** which entitle the customer to unlimited upgrades of the purchased software during the given period.

onePOS.com does not make database changes, and it is the Customer's responsibility to make ongoing changes to their data.

Point Of Success Says...

Telephone technical support services **do not include training on set up or use of Point of Success** products. Computer hardware, operating system and network questions should be referred to the support services of the providers of these components.

PCAmerica Says...

We know that if you have a problem, you're losing money until it's fixed.

That's why we don't make you wait for answers. The moment you contact us, our team of experts is on it. The discount hardware houses can't offer our level of support because they don't know the retail and restaurant industry at the point of sale the way we do. And the larger repackagers and software companies can't match our close contact with customers.

Support hours: 9 am - 6 pm, Eastern Standard Time, **Monday through Friday**

NextPOS Says...

"In order to provide quality support service to all of our customers, **we may limit each customer with maximum (sic) of 2 support calls per day** and each call not exceeding 30 minutes."

Aloha/Radiant Says...

Upon diagnosing an equipment issue, the Radiant support center can dispatch a third-party service technician and a replacement part to the site. The technician replaces the hardware, calls Radiant Systems when the part is installed, and stays on-site (until released by Radiant) to ensure the site is up and running. The third party technician then returns the defective part to Radiant Systems. This service is available 7 days a week, 24 hours a day. **Customers pay an annual fee for this service; emergency technicians are also available for a per-occurrence fee.**

SunSoftTouch Says...

Technical Support for WindSoft products is not included with product purchases or upgrades. This **support is available only as a fee based service.**

- Support is a per call fee for one problem/issue (max 30 minutes). (For Email Only support Type for one issue via one response)
- Support exceeding 30 minutes will be billed for a 2nd call.
- **Support help will be billed even if your problem is not resolved to your satisfaction.** We will provide option(s) if problem is not resolved.

Aldelo Says...

Aldelo Systems offers 30 days of complimentary technical support and upgrade service for all new customers. Once this 30 days free service period expires, **we encourage our customers to carry our Annual Support & Upgrade Contract.**

Our annual support plan offers world class technical support service 7 days per week. As a valid support contract holder, you will also be able to download latest software upgrades free of charge. Additionally, customers with valid support plan can also gain access to our secured web resources anytime.

Best of all, our annual support plan is just little over one dollar per day.

AccuPOS Says...

For support from AccuPOS POS Retail technical staff call (310) 475-7281 weekdays from 8am-5pm PT*

*Support agreement is required. **Additional fees will be assessed** outside of normal business hours. Terms and conditions of support are subject to change.

Restaurant Plus Says...

"RestaurantPlus software and hardware products should be installed by a trained computer professional. **Please work with a local computer systems installer** or work with a RestaurantPlus on-site support technician for installation."

MICROS Says...

Were not sure. However, a clearly outlined policy regarding what is and isn't covered can be downloaded as a **29 page PDF file.**

Squirrel Says...

You must enter your software's serial number **before emailing for support.**

Microsoft Says...

Advanced Support is available for **\$245.00 USD during business hours.** After-hours support is available for **\$490.00 USD and provides support only for business-critical issues.** Business-critical issues are defined as situations that involve a system, a network, a server, or a critical program down situation that severely affects customer production or profitability. These are high-impact issues where production, operations, or development are proceeding but could be severely affected within several days.

Dineamics Says...

Support payment. You are required to pre-purchase a block of ten hours time (\$950) **per year** with your system. This can be used for Training or data entry work (setup a new menu for instance). The time is NEVER USED FOR A FIX OR BUG IN OUR STANDARD PROGRAMS. 10 hr block **expires** one year from the date of system delivery.

Plexis POS Says...

1. Telephone Technical Support Service is available to all customers who have any Plexis Software product.
 2. Plexis **reserves the right to limit each telephone call to one hour** and to limit each contact (telephone or electronic) to one incident. Inquiries are limited to the following Plexis POS product areas: installation, upgrade assistance, and basic functionality. An incident is defined as (a) a single issue or problem that you ask a support representative to analyze or resolve, (b) a product-usage question that involves a single topic on a drop-down menu or one Plexis POS report, or (c) a single question on a specific bookkeeping topic. The technical support representative will determine how many incidents will be handled during the course of the telephone or electronic contact.
 3. **Excludes occasional downtime due to system and server maintenance**, company events, observed U.S. holidays, and events **beyond our control**.
 4. **Goal response times are 1 to 4 hours** and are available Monday through Friday between 10:00 a.m. and 5:00 p.m. Pacific time, except for occasional downtime due to system and server maintenance, company events, observed U.S. holidays and events beyond our control.
 5. For support requests received outside of these hours, **the response time goal is within the next business day**. Response times are a goal and are **not guaranteed**. Excludes occasional downtime due to system and server maintenance, company events, observed U.S. holidays, and events beyond our control.
 6. Data recovery and password removal service **may involve additional costs and may not be covered** under the Telephone Technical Support Service.
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Many POS Software Packages...

1. Have no support page on their website
2. Don't have installation help (unless you are a reseller)
3. Charge upwards of \$1,200 to enter your menu into the POS
4. Don't display software product costs (they vary by demographic)
5. Don't provide a downloadable demo without talking with a sales person
6. Have no manuals or videos to learn from
7. Require a reseller to become involved
8. Are not available in an open source code format at any price
9. Have an "escalation" process. This means you could wait hours for a qualified technician.
10. Do not offer free email support
11. Charge to attend a training class
12. Are not open on weekends unless you are a reseller
13. Offer tiered support rates based on whether or not the problem is an emergency
14. Have an agenda to sell you credit card processing at non-competitive rates
15. Cost more than \$99 per station
16. Offer support contracts that limit the total calls you are allowed to place
17. Require a monthly service/support/update fee to be paid
18. Charge for new versions of their programs
19. Require ongoing software & equipment upgrades to receive technical support
20. Only run on proprietary hardware